

Policy

Title:	Council Service Delivery Contractor Code of Conduct		
Prepared by:	Director, Forest Worker Development		
Issue Date:	April 30, 2010	Version #:	2.0
Applies to:	Council Contractors		

SUMMARY: The BC Forest Safety Council recognizes that its third party Trainers, Evaluators and Safety Advocates, i.e. “Council Service Delivery Contractors,” will have existing business and personal relationships within the forest industry and may also provide separate safety advisory services as part of their own consultancy practices. The Council values the viewpoint and expertise gained through these relationships.

This Code of Conduct has been developed to ensure that the Council’s third party Service Delivery Contractors are able to confidently carry out their work with a clear understanding of the behavior expected of them. It sets out the ethical principles expected while delivering Council programs and includes some specific guidance for appropriate communication and conduct while engaged by the Council.

PRINCIPLES:

Integrity: The Council and its stakeholders will rely on, and trust the instruction, evaluation, recommendations and guidance of Council Contractors as they:

- Demonstrate high standards of honesty, fairness, and ethical conduct;
- Reflect a positive and knowledgeable voice for the Council and its programs;
- Base their evaluations on factual information and truthfully report all findings;
- Respect the skills and diversity of other Council Contractors, recognizing their different experiences and areas of expertise;
- Comply with Workers Compensation Act and OHS Regulations, as well as all other applicable laws and regulations.

Objectivity

Service Delivery Contractors must exhibit professional objectivity in training and evaluating employees and employers. Contractors must be independent and impartial, not only in fact, but also in perception. Objectivity is achieved when Council Contractors:

- Train and evaluate without bias, prejudice, variance or compromise;
- Remain free of any influence, interest or relationship that would impair professional judgment, independence or objectivity;
- Conduct business in a respectful, honest and fair manner, without actual or perceived conflict of interest;
- Avoid soliciting additional business that is outside the scope of their engagement.



Confidentiality

Council Service Delivery Contractors must respect the privacy and ownership of all client information they gather during their activities and must not disclose any information to outside third parties, either verbally or in writing, unless instructed by the Council, or there is a legal or professional obligation to do so.

Competency

Service Delivery Contractors must diligently apply their professional knowledge, skills and ability in the performance of their roles. Council Contractors will:

- Engage only in those services for which they are qualified and competent;
- Continually maintain and seek to improve their knowledge, skills and ability;
- Remain in good standing with the Council and, when required, fully participate in Council upgrading or Quality Assurance activities

Conflict of Interest

Service Delivery Contractors must not use training or evaluation information for any personal gain, financial or otherwise. Potential conflicts of interest should be disclosed to the Council in writing prior to engaging in the activity in question.

Guidance for Service Delivery Contractor Conduct:

Service Delivery Contractors are seen as direct representatives of the Council and it is difficult for clients to distinguish between the Council and a contracted service provider or an independent safety consultant. To assist Service Delivery Contractors in separating personal and Council business interests, the following guidelines are provided.

While delivering Council programs, a Service Delivery Contractor **may**:

- *If asked* by an industry employer or employee about further assistance for paid safety or training activities, suggest general possibilities and also mention that they offer this type of service to other employees or employers with similar issues.
- State that it's inappropriate to discuss any potential business activities while acting as a Council Contractor. They may suggest that the Client is free to contact them following the particular Council engagement if they want to discuss further business. The Contractor can hand out their business card but should not request or obtain the client's contact information. The initiative must be left with the client to initiate follow-up contact.

While delivering Council programs, a Service Delivery Contractor **may not**:

- Suggest to Council clients that they can personally offer additional consulting or training services for a fee;
- Inflate the client's deficiencies to the point that would suggest that they require additional consulting or training from the trainer or consultant;
- Offer a quote, or talk about prices, fees structure and availability;
- Either recommend or criticize other trainers, consultants or evaluators.

